



TEES RIVER RESCUE

Tees River Rescue – Privacy Notice

This Privacy Notice explains how Tees River Rescue (“we”, “us”, “our”) collects, uses, stores, and protects your personal information. It also explains your rights under UK data protection law.

1. Contact Details

Post: Tees River Rescue 6–7 Castlegate Quay Stockton-on-Tees Cleveland TS18 3BB United Kingdom

Telephone: 01642 918321 **Email:** contact@teesriverrescue.org

2. What Information We Collect and Why

We collect and use personal information so we can provide our services, ensure safety, manage bookings, respond to enquiries, and meet our legal obligations. This includes the following categories of data, as listed in your original notice:

2.1 Information used to provide services and goods

- Names and contact details
- Gender
- Addresses
- Date of birth
- Emergency contact and next of kin details
- Photographs or video recordings
- Health information (medical conditions, allergies, medical history, test results)
- Information about support requirements
- Payment details (card or bank information)
- Website user information (cookies, user journeys)
- Information relating to compliments or complaints

2.2 Information used for donations and fundraising

- Names and contact details
- Addresses
- Payment or banking details
- Donation history

2.3 Information used for service updates or marketing

- Names and contact details
- Addresses
- Marketing preferences
- Photos or videos



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- Purchase or donation history
- Website/app user journey information
- Records of consent

2.4 Information used for queries, complaints, or claims

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- CCTV or audio recordings (public and staff-only areas)
- Witness statements
- Information from previous investigations
- Health and safety records (incident reports, accident book entries)
- Correspondence

3. Lawful Bases for Processing

We rely on the following lawful bases under the UK GDPR, as stated in your original document:

3.1 Providing services and goods

- **Consent** – where you have given clear permission
- **Contract** – to enter into or fulfil a contract with you
- **Legal obligation** – where we must comply with the law
- **Vital interests** – where someone's health or safety is at serious risk

3.2 Donations and fundraising

- **Consent**

3.3 Service updates and marketing

- **Consent**

3.4 Queries, complaints, or claims

- **Consent**

You may withdraw consent at any time.

4. Your Data Protection Rights

You have the following rights under UK GDPR:

- **Right of access** – to request copies of your personal information
- **Right to rectification** – to correct inaccurate or incomplete data



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- **Right to erasure** – to request deletion of your data
- **Right to restrict processing** – to limit how your data is used
- **Right to object** – to object to certain types of processing
- **Right to data portability** – to request transfer of your data
- **Right to withdraw consent** – where consent is the lawful basis

We will respond to all rights requests within one month.

5. Where We Get Personal Information From

- Directly from you
- Family members or carers
- Charities or voluntary organisations
- CCTV or other recordings
- Suppliers and service providers

6. How Long We Keep Your Information

Type of Information	Retention Period
Course bookings, attendance records	7 years
Medical information provided for activities	Retained only for the duration of the activity unless an incident occurs (then 3 years; 7 years for safeguarding incidents)
Payment and financial records	7 years (legal requirement)
Complaints, incidents, and investigation records	7 years
CCTV recordings	30 days unless required for investigation
Marketing preferences and consent records	Until consent is withdrawn
Donation records	7 years

7. Who We Share Information With

We may share personal information with:

- Insurance companies, brokers, and intermediaries
- Charities and voluntary organisations
- Organisations involved in safeguarding
- Emergency services



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- Professional advisors
- Legal bodies or authorities
- Organisations we are legally required to share information with
- Suppliers and service providers
- Public platforms (website, social media) where you have given consent for publication

8. How to Complain

If you have concerns about how we use your data, please contact us using the details above.

If you are not satisfied with our response, you can contact the Information Commissioner's Office (ICO):

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Helpline: 0303 123 1113 Website: www.ico.org.uk/make-a-complaint (ico.org.uk in Bing)

Last Updated

26 June 2026